NASA PIV-II Smartcard

Basic Requirements

- NASA-issued PIV-II smartcard (badge) obtained via PSD Badging Office
- Smartcard PIN (6-8 digits) set when pick up or renew badge
- Smartcard reader
- Smartcard reader client software (e.g., ActivClient)

PIN

Your PIV smartcard PIN is the six to eight-digit code you selected when you first received your PIV-II smartcard (badge) from the Protective Service Division (PSD) Badging Office. Your PIN does not expire, but you can change it at any time. Windows users can change their own, but Mac users must have the Hub or PSD Badging Office do it.

Note: forgotten PINs must all be reset at the Hub or Badging Office.

Browser compatibility

Operating Systems

O/S	Supported	Not Supported
Windows	x	
Apple OS X	x	
Apple iOS		x
Linux		x*
Unix (Solaris)		x*

* Phase 2

Web Browsers

Browser	Supported	Not Supported
Internet Explorer	x	
Chrome**	x	
Safari	x	
Firefox		x

**Preferred by NASA

Using Your PIV-II Smartcard

Test your PIV-II card certificate status at any time **(per NASA use Chrome as browser)**
1. https://piv.test.max.gov/debug
2. Insert your smartcard into the PIV smartcard reader
3. When prompted enter your (NASA) PIN
   a. ***Note:*** Mac users may receive a prompt for their 'password' – it is looking for the **PIN**
4. You should see '**Validation Result: VALID**' (see screenshot below)
   a. A response of '**INVALID**' means you need to go to PSD Badging Office to have your certs updated.

When using Launchpad and prompted to use your smartcard, and no other option is offered:
1. Locate your PIV smartcard reader and insert your smartcard (NASA badge) into the reader photo-side face-up (or facing you in vertical readers) and chip-end first.
2. If a "Windows Security iexplore" window pops up, click on 'Cancel' to get to "Smartcard" login page.
3. Click on 'Smartcard Log In' button.
4. Select the 'PIV Authentication' cert and 'OK'. ***Note***: if you don't see PIV Authentication, start with the top cert and work your way down.
5. When prompted for your PIN enter the full number on your computer keyboard and click 'OK'
   a. ***Note:*** Mac users may receive a prompt for their 'password' – it is looking for the **PIN**

## How to change your PIN (Windows only)

1. On the task bar at the bottom of your screen, look for the icon that resembles a PIV smartcard reader.
2. Right-click on the icon | Select PIN Change Tool.
3. Enter the required information to change your PIN:
   - Enter current PIN.

- Enter new PIN.
- Confirm new PIN.

4. Click Next.
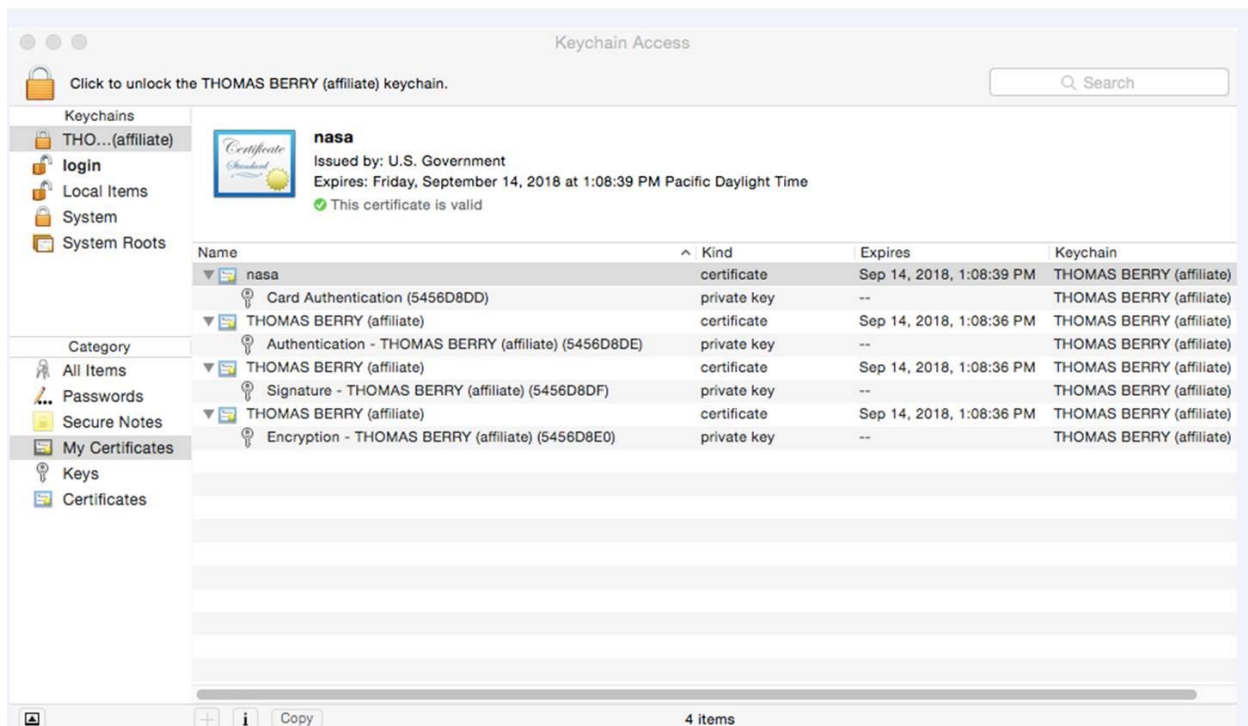
Selecting the appropriate cert

Windows

1. On the task bar at the bottom of your screen, look for the icon that resembles a PIV smartcard reader. You may have to click the launcher to see it, as shown right.
2. Right-click on the icon and select 'Open'
3. Click on 'My Certificates'
   a. Use the icon on the ribbon bar to change to a list view if desired
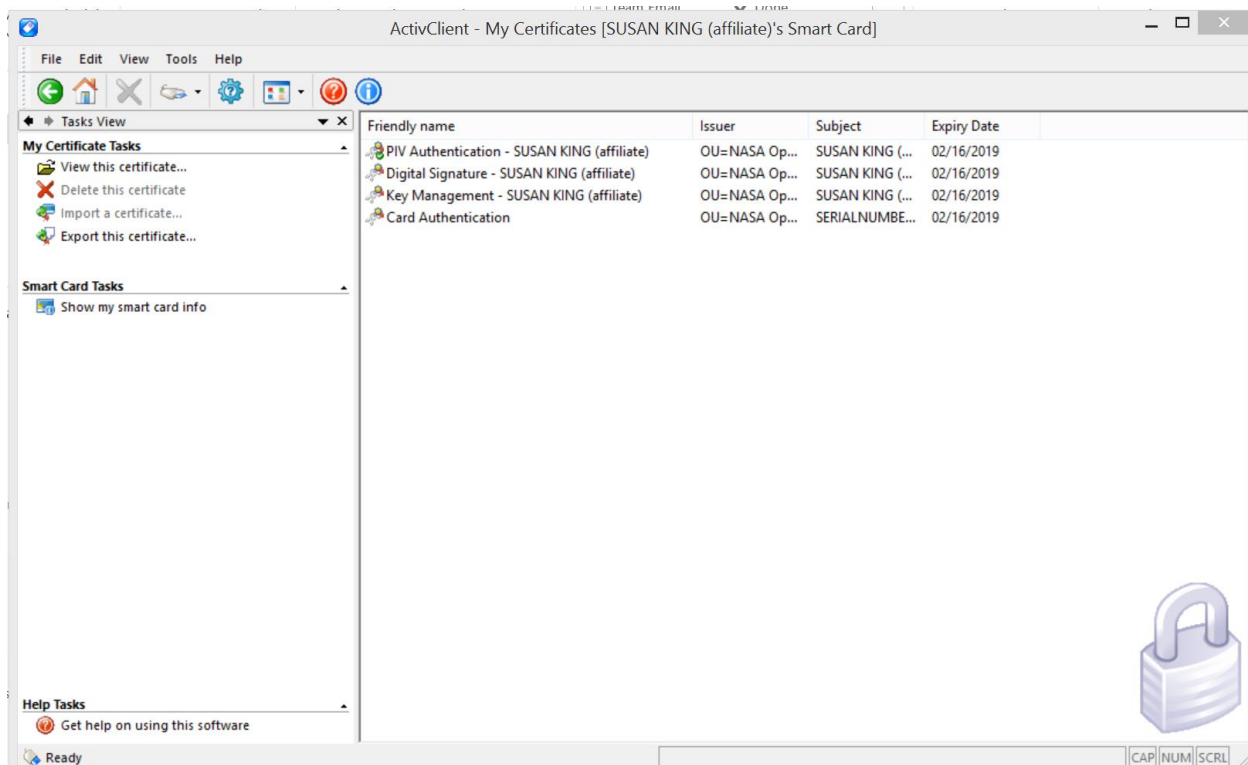
Apple OS X

1. Use the Keychain Access app
2. Click on 'My Certificates'
3. Use the down arrow next to the name of each cert to view the details
4. Note: If you see any NASA certs when your smartcard is not in the reader, they should be deleted or have the Unified Service Desk clear them.

Name	Kind	Expires	Keychain
▼ nasa	certificate	Sep 14, 2018, 1:08:39 PM	THOMAS BERRY (affiliate)
Card Authentication (5456D8DD)	private key	--	THOMAS BERRY (affiliate)
▼ THOMAS BERRY (affiliate)	certificate	Sep 14, 2018, 1:08:36 PM	THOMAS BERRY (affiliate)
Authentication - THOMAS BERRY (affiliate) (5456D8DE)	private key	--	THOMAS BERRY (affiliate)
▼ THOMAS BERRY (affiliate)	certificate	Sep 14, 2018, 1:08:36 PM	THOMAS BERRY (affiliate)
Signature - THOMAS BERRY (affiliate) (5456D8DF)	private key	--	THOMAS BERRY (affiliate)
▼ THOMAS BERRY (affiliate)	certificate	Sep 14, 2018, 1:08:36 PM	THOMAS BERRY (affiliate)
Encryption - THOMAS BERRY (affiliate) (5456D8E0)	private key	--	THOMAS BERRY (affiliate)

Removing unnecessary certs

Windows

- Contact 4-HELP for assistance if preferred
- Use Windows search to find 'certmgr.msc'
- Under 'Personal' folder can view Certificates
- Under 'Action' menu option, select 'Delete' to remove unneeded certs (e.g., for other users that shared the computer)

Mac
- Contact 4-HELP for assistance if preferred
- Certs should be dynamic and the keychain updated automatically when smartcard is removed.
- To ensure none stored in cache, remove smartcard and open Keychain Access app
    - Search on "nasa" in upper right Search bar
    - Any certs listed when smartcard is not inserted may be deleted.

Screen Lock Behavior

The default behavior allows you to remove the smartcard and return it to your badge holder or to log into other computers simultaneously. If your computer locks upon removal of the badge, you should

still be able to log in using username and password (click on **Switch User** to get to JPL Username/Password login). Report to the Unified Service Desk (4-HELP) for a permanent fix.

Troubleshooting

Issue	Resolution
Inserting PIV-II smartcard has no effect.	Remove PIV-II smartcard and re-insert it. Wait for the green light to stop flashing.
"Smartcard authentication failed"	Make sure not using Firefox. Must use Chrome (preferred), IE or Safari. Test status of the certs at https://piv.test.max.gov/debug . Refer to Badging Office if receive 'INVALID' status to get certs updated. If a "Windows Security iexplore" window popped up, click on 'Cancel' to get to "Smartcard" login page.
Which cert do I choose if "PIV Authentication" not displayed?	Start with the first and work your way down.
Unable to log in to NASA web applications (e.g., Launchpad) on Windows system. Get login failure message.	Make sure not using Firefox. Use Chrome or IE. Firefox is not supported. Run ActivClient Advanced Diagnostics (only works with Windows): 1. In your bottom toolbox look for the 'ActivClient Agent' icon. 2. Right click and select 'Advanced Diagnostics' 3. After completed try logging in again. Contact Unified Service Desk (4-HELP) if unsuccessful
Unable to log in to NASA web applications (e.g., NASA Access Launchpad) on Mac system	Make sure not using Firefox. Use Chrome or Safari. Firefox is not supported. 1. Go to Self Service 2. Search for "NASA ActivClient" 3. Click on "Install" Verify that old certs are not in the Keychain Access app 1. Remove smartcard and open Keychain Access app 2. Search on "nasa" in upper right Search bar

	3. Any NASA certs displayed when smartcard is removed should be deleted. Contact Unified Service Desk (4-HELP) if unsuccessful.
Able to log in to Launchpad, but not to a specific NASA application	This is an issue with the application rather than the smartcard. Contact NASA Help Desk at 1-866-462-7247 or your application contact for assistance. **Note:** You will need your NASA employee number (UUPIC) for the Help Desk. It is available in JPL Space under your Directory detail, or log in to https://dir/ui/ to find your number under the 'User Information' tab.
"The system could not log you on. An incorrect PIN was presented to the smartcard."	1. If you use the number keypad to type numbers, verify that the "NUM LOCK" key is ON. 2. If you type numbers by using the keys above regular letters, verify that "Caps Lock" is OFF. 3. Check that you're using the correct PIN. It's all numbers, and 6-8 digits.
"The system could not log you on. The smartcard is blocked."	You have been locked out due to entering an incorrect PIN 15 times. Contact PSD Badging Office (4-5050) to schedule an appointment to reset your PIN.
"The system could not log you on. The smartcard certificate used for authentication been revoked."	Contact the PSD Badging Office (4-5050) to schedule an appointment to have an updated certificate loaded onto your PIV smartcard.
"The system could not log you on. The smartcard certificate used for authentication has expired."	Contact the PSD Badging Office (4-5050) to schedule an appointment to have an updated certificate loaded onto your PIV smartcard.
"The system could not log you on. The revocation status of the smartcard certificate used for authentication could not be determined."	Go to the Hub for troubleshooting.
"Context was acquired as silent."	This error results from no PIN being entered at login. Often the **Caps Lock** or **Num Lock** key is in effect, and the PIN is not being recorded as you type it. Check those and retry. If your PIN needs to be reset, contact the Badging Office (4-5050) to schedule an appointment to reset your PIN. The hours for customer walk-in service are Monday – Friday 7:00am-11:15am and 12:00pm – 4:00pm.

Forgot my PIV-II smartcard	You will be locked out of designated NASA web applications until you retrieve your smartcard.
I lost my PIV-II smartcard	You will be locked out of designated NASA web applications until your badge can be replaced. Only staff on the NASA network can be temporarily configured to use JPL Username and Password. Immediately contact the PSD Badging Office (4-5050) to schedule an appointment to initiate replacement of the damaged, lost or stolen PIV-II smartcard. The hours for customer walk-in service are Monday – Friday 7:00am-11:15am and 12:00pm – 4:00pm.
I forgot my PIN	Contact the PSD Badging Office (4-5050) to schedule an appointment to reset your PIN. The hours for customer walk-in service are Monday – Friday 7:00am-11:15am and 12:00pm – 4:00pm.

Maintenance

Tips for Choosing a Strong PIN

For added security when choosing your six to eight-digit PIN, you should not use parts or variations of your:

- Birth date (or a close family member's birth date)
- Home, work, or cell phone number
- Work or home address
- Office/cubicle number
- Social security number

You should also avoid using a series of repeating numbers (e.g., 111111, 222222) or simple numbers series like 123456 or 246810. Your PIV smartcard PIN number should be personally memorable. It can be a date that holds personal, but also private, significance. For example, you might choose the date on which you got engaged, or the jersey numbers of your favorite sports players, or a friend's telephone number from childhood. You may choose to use digits from the birthday of a close friend or ancestor. You can also take digits from a telephone number that you frequently use, like a favorite restaurant or a child's school. Or choose a PIN that reflects an important date in history or a favorite holiday.
The goal is to choose a PIN that is memorable for you, but not guessable to others.

Changing Your PIN

Windows

While you are not required to change your PIV smartcard PIN, you can do so if you would like. First, you need to know your current PIN and the PIN must not be locked. To change your PIV smartcard PIN, follow these steps:

1. Choose a new PIN. See Tips for Choosing a Strong PIN.
2. Make sure smartcard is in the reader
3. CTL-ALT-DEL > Change Password > Sign-in options > [click on smart card image] > enter new PIN

Apple OS x

Apple does not natively support smartcards, so you will need to contact PSD Badging Office to schedule an appointment to change your PIN.

Maintaining a Valid PIV-II Smartcard

In order for your smartcard to remain valid, ensure that both your smartcard and your smartcard certificates are current.

PIV-II Smartcard Lifetime

Your smartcard lasts for 5 years. When your smartcard nears expiration, you will be contacted by the PSD Badging Office to enroll for a new smartcard.

PIV Smartcard Certificates Lifetime

The digital certificates that reside on your smartcard must be renewed every 3 years to ensure their security. JPL users will receive email notifications and instructions for renewal from the PSD Badging Office.

Launchpad Screen Prints

Go to https://launchpad.nasa.gov/
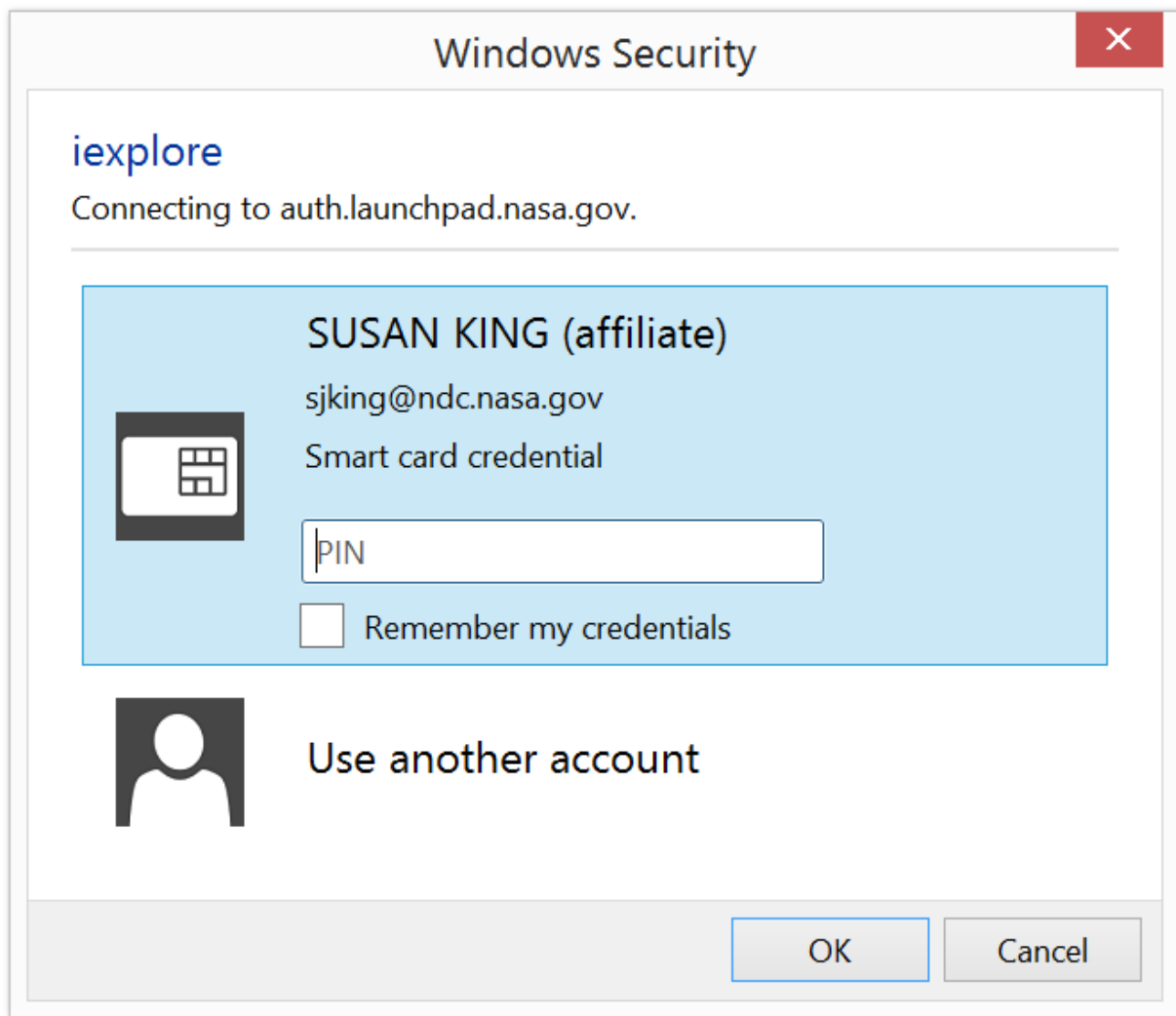
Next window will be 'Access Launchpad" screen. Select 'Smartcard Log In"

Next window will be to select your certificate. Select "PIV Authentication" then will be asked to enter your PIN.

Smartcard ❓

Windows Security ✕

Select a Certificate

PIV Authentication -
SUSAN KING (affiliate)
Issuer: NASA Operational CA
Valid From: 2/17/2016 to 2/16/2019

Click here to view certificate
properties

Digital Signature - SUSAN
KING (affiliate)
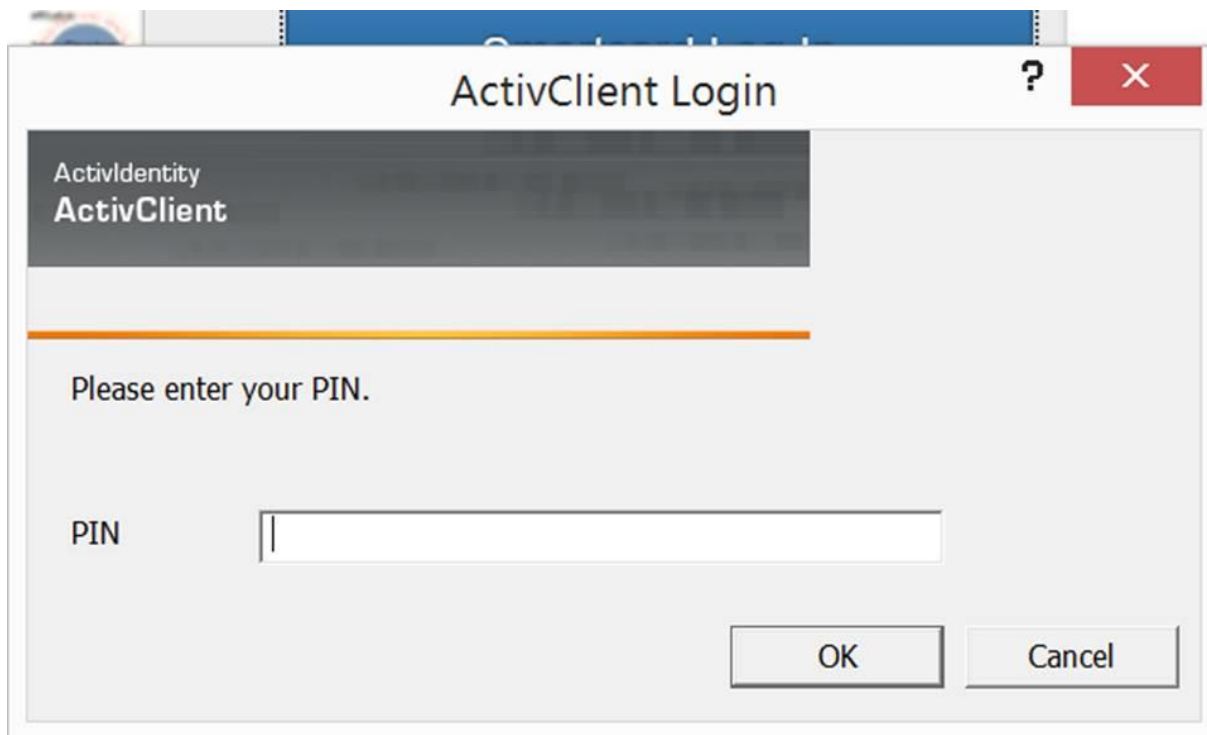Issuer: NASA Operational CA
Valid From: 2/17/2016 to 2/16/2019

OK | Cancel

Agency User ID
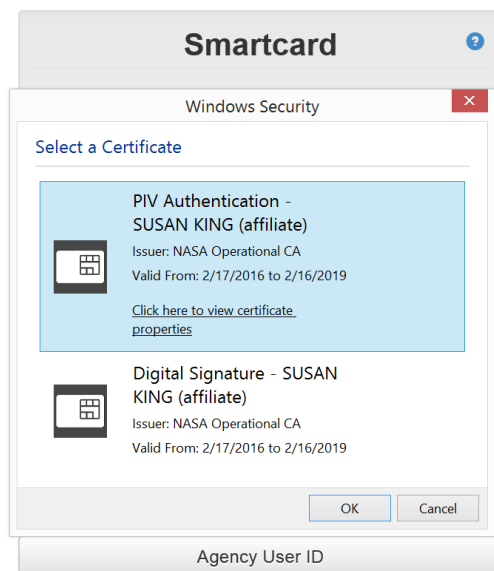
This is a U.S. Government system and is for authorized users only.
By accessing and using this computer system, you are consenting to system monitoring, including
the monitoring of keystrokes. Unauthorized use of, or access to, this computer system may
subject you to disciplinary action and criminal prosecution.

ActivClient Login ? ✕

ActivIdentity
ActivClient

Please enter your PIN.

PIN [   ]

OK | Cancel

Apple OS x